

MARYLAND TRANSIT ADMINISTRATION

ANNUAL REPORT 2008



PEOPLE • PLACES • POSSIBILITIES

CONNECTING LIVES THROUGH TRANSIT





Martin O'Malley

Governor's Message

Maryland and its neighboring communities have always been an integral part of the busy Northeast corridor, and the need to expand public transportation services and maintain and improve our basic infrastructure has never been greater. We are hopeful that the new economic stimulus bill will pump millions of federal dollars into Maryland's transportation system and provide new capital investment to help accommodate the rising demand for service.

We have already begun to invest, using local funding, in new vehicle technology, such as the 30 hybrid buses arriving this year. Transportation and infrastructure projects - which are funded through the federal Highway Trust Fund but typically handled at the state level - will provide a much-needed economic jolt, and I am very excited about what lies ahead for Maryland's public transportation system and its users in the coming year.



John D. Porcari

Secretary's Message

Throughout 2008 we saw a significant increase in transit use while facing some difficult decisions as we worked to balance our priorities within the resources that we had available. Maryland's Transportation Trust Fund, the dedicated source of funding for all transportation needs, relies heavily on fuel taxes, vehicle sales, and registration and titling fees, all of which were down from earlier forecasts.

Despite these funding challenges, we were still able to meet the priority of funding the maintenance and preservation of our existing transportation system, and move forward in several key areas designed to improve customer service and system reliability. Our commitment to public transportation remains firm, and we will continue to find ways to move forward that both strengthen our State today while paving the way for a better tomorrow.



Paul J. Wiedefeld

Administrator's Message

Throughout the past year, we learned to do more with less, and yet were still able to accommodate a sharp rise in ridership, now over 100 million annually. Although this increase was originally fueled by the rising cost of gas, now that prices have tapered off many new riders have stayed on, enjoying the savings and the convenience.

While revenue shortfalls from last year forced us to tighten our belts in all areas of operations and management, the key components in the planning and engineering of projects such as the new Red Line and the replacement of our bus fleet with hybrids are still fully funded, and our priority remains to maintain the momentum we have established for these projects. This Annual Report provides a look at some of our accomplishments, our role in the community, and a preview of future opportunities.



ANNUAL REPORT 2008

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MODES AT A GLANCE



LOCAL BUS

In FY 2008 Local (and Express) Buses accounted for over 66 percent (66,683,566) of the MTA's total number of passenger trips (101,600,346). Ridership increased by over 2.4 million from the previous year, mostly fueled by the sharp rise in gas prices.

Local Bus Facts

Number of buses.....	669
Bus stops	7,500
Bus shelters.....	487
Number of routes	51
Weekday boardings	222,205
Gallons of fuel used daily	18,500



METRO SUBWAY

Metro Subway operates from Owings Mills to Johns Hopkins Medical Campus, linking Downtown Baltimore and the northwestern suburbs. The line is 15.5 miles long and serves 14 stations and operates from approximately 5:00 a.m. (6:00 a.m. on weekends/holidays) to 12 midnight.

Metro Subway Facts

Number of cars.....	100
Stations	14
Miles of track	30
Weekday boardings	46,587
Number of escalators	81
Number of elevators	33



LIGHT RAIL

MTA's 33-stop, 29-mile long Light Rail system serves the north-south corridor of the Baltimore Metropolitan Area from Hunt Valley, through Downtown Baltimore, and south to Baltimore/Washington International Thurgood Marshall Airport (BWI) and Cromwell Station (Glen Burnie).

Light Rail Facts

Number of cars.....	53
Stops (Stations)	33
Miles of track	57
Weekday boardings	25,754
Busiest station.....	Lexington Market





MARC TRAIN

MARC Train operates weekday rail service on the Penn, Camden, and Brunswick lines. The 203-mile, 42-station system serves Perryville in northeastern Maryland to Washington, DC (Penn Line); Camden Station Baltimore to Washington, DC (Camden Line); and Martinsburg, WV or Frederick, MD to Washington, DC (Brunswick Line).

MARC Train Facts

Single-level cars	60
Bi-level cars.....	62
Diesel locomotives.....	25
Electric locomotives	10
Weekday boardings	31,216
Busiest station	Union Station



COMMUTER BUS

MTA Commuter Bus provides express weekday service connecting outlying suburbs to Downtown Baltimore and Washington, accessible via a number of Park & Ride lots located throughout the state.

Commuter Bus Facts

Baltimore routes	7
Baltimore weekday boardings	1,489
Washington routes	15
DC weekday boardings.....	13,141



MOBILITY/PARATRANSIT

Mobility/Paratransit, a shared-ride service for individuals with disabilities who are unable to ride regular fixed-route service most of the time, is provided within three-quarters of a mile of any MTA fixed-route service in Baltimore City and Baltimore and Anne Arundel counties. MTA Mobility also manages Taxi Access, a premium service utilizing local taxi and sedan providers.

Mobility Facts

Number of MTA vans	272
Number of MTA sedans.....	124
Active certified riders	17,829
Weekday Mobility ridership	3,269
Weekday Taxi Access ridership	1,226



SERVICE ENHANCEMENTS

PUBLIC HEARINGS HELD TO GATHER INPUT

During the year, MTA conducts hearings throughout the State to present proposals, and the public is encouraged to provide input. MTA held 33 public hearings in 2008 – eight for the proposed future Red Line and Purple Line, and 25 others that concerned adjustments to Local Bus, MARC Train and Commuter Bus services.

MEETINGS HELD TO DISCUSS JOB ACCESS REVERSE COMMUTE

The MTA held a series of five regional meetings regarding the application process for funding through the Federal Transit Administration's Section 5316 (Job Access and Reverse Commute – JARC), and Section 5317 (New Freedom) Programs. MTA program managers were at each meeting to assist with the application process and answer questions. The JARC Program provides funding for transportation services that connect welfare recipients and other low-income individuals to employment and employment-related activities and for transporting residents of urban areas to suburban employment opportunities. The New Freedom Program provides funding for expanding the transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act.

COMMUTER BUS SERVICE TUNES UP ITS PERFORMANCE

Governor O'Malley expanded Commuter Bus service last year through an additional \$3.3 million budget increase, allowing for the addition of nine trips on some of the MTA's most highly used commuter bus lines serving Southern Maryland, Kent Island, Columbia, Hagerstown, Frederick, Shady Grove commuters. In November, MTA held public hearings on a proposal to adjust service on several underused routes, and a modified version of the proposal was implemented in January 2009.

MOBILITY SERVICE GROWS

Mobility and Taxi Access continued their dramatic ridership growth in FY 2008, providing 12 percent and 11 percent more trips respectively. Mobility on-time performance increased from 90 percent in FY 2007 to 91 percent in FY 2008. In July, Mobility consolidated many of its operations to 4201 Patterson Avenue in Northwest Baltimore, with the Reservations Call Center, Operations Control, Certification, Customer Service, and Communications groups all under one roof.



ADDITIONAL BI-LEVEL COACHES FOR MARC

In August MTA took delivery of 13 bi-level, 135-passenger MARC coaches that were bought from neighboring commuter rail provider Virginia Railroad Express (VRE). The \$22 million purchase provided the MTA with much-needed additional passenger capacity for riders of the busy Penn Line. This purchase saved MTA three to four years compared to the time it would take to purchase new rail cars. To order custom cars usually takes a year and half to prepare specifications, advertise to bidders and then give notice to proceed. Production can take another two years. VRE was able to sell and deliver these cars to the MTA in four months.

NEXT TRAIN ALERT SYSTEM EXPANDS

Next Train Alert devices were mounted on the walls of underground Metro Subway stations, enhancing passenger convenience, comfort and safety, while new energy efficient overall lighting was markedly improved in several stations. Metro Subway expanded its Next Train Alert system in 2008, which started at the Charles Center Station, to the Mondawmin Metro Station. The Next Train Alert system alerts passengers of an approaching train by flashing blue lights and a series of audible tones.

ADDITIONAL PARKING FOR COMMUTER BUS RIDERS

The MTA, working with Queen Anne's County, opened the new Kent Narrows parking lot In June, using spaces available under the Kent Narrows Bridge on Kent Island. The additional 100 spaces, with overhead lighting, helped relieve overcrowding at the Park & Ride Lot at Stevensville for riders of Commuter Bus Routes 922 and 950 travelling from Kent Island and Annapolis to Washington DC.

ADDITIONAL NEW PARKING HELPS TO ACCOMMODATE EXTRA MARC RIDERSHIP

The increased ridership in 2008, fueled in part by the rise in gas prices, created a demand for more parking, especially with riders of MARC Train. In March, a new 503-space parking lot was opened at Point of Rocks on the Brunswick Line. In August, MTA partnered with the State Highway Administration and added 70 additional spaces, making a total of 840 spaces at the Halethorpe MARC Station on the Camden Line, and in November, 25 spaces were added at the Aberdeen MARC Station on the Penn Line.

ROAD CROSSING IMPROVEMENTS FOR WARREN ROAD LIGHT RAIL STOP

In August, MTA completed improvements on a concrete embedded track grade at a road crossing at the Warren Road Light Rail Stop. Service had been interrupted since June 15 while construction improvements on the road crossing were completed. The \$1.5 million project replaced the existing rubberized crossing at the intersection of the Light Rail tracks and Warren Road in Baltimore County.



EMPLOYEE DEVELOPMENT

ONLINE COURSES ADDED

In an effort to enhance the training opportunities available and to help reduce the overtime that is incurred when MTA's Maintenance and Transportation employees attend training programs, the Office of Training and Development (OTD) incorporated over 50 online Safety and Management courses into their training program in 2008. OTD also made 19 Safety Training courses available online in 2008, enabling more employees to be trained in a shorter period of time.

MANAGEMENT TRAINING

For MTA's new and seasoned management, OTD developed Management and Leadership certificates and the MTA Management and Leadership Certification Series. This training for new MTA Managers is designed to increase their management skills which would then help enable them to develop a more successful work environment for their employees. For the seasoned Manager, the MTA Certification Series consists of three programs: MTA Management Skills Certification, MTA Intermediate Management Certification, and the MTA Executive Leadership Certification. A new "Steps to Management" Certificate program was developed and implemented for MTA employees interested in moving from a staff level position to management. Courses included in this new program include "Transitioning from Field to Office" and an enhanced version of "Preparing for Career/Job Opportunities."

RACIAL ACCEPTANCE PROGRAM

Implementing an expanded Racial Acceptance Program took a top priority in 2008. In cooperation with the MTA Office of Fair Practices, OTD created a program to give employees more tools to help them work more effectively in today's diverse workplace. Implementation of the Racial Acceptance Program began with each monthly New Employee Orientation and plans were formulated to expand the program to include Bus Operator Recertification and Maintenance training classes.

INCREASED MAINTENANCE TRAINING

The equipment and vehicles used at the MTA took a huge technological leap forward in 2008. As a result, the OTD Maintenance Training group revamped their programs to provide more training in computerized trouble-shooting and diagnostics, and the newest software used to repair vehicles, including the new Diesel/Electric Hybrid Buses. The OTD Maintenance Training group also provided training on the new Diesel/Electric Hybrid bus technologies for several State agencies, local fire and police, and a number of contracted Commuter Bus companies. OTD also partnered with the Center of Applied Technology to provide outreach to its students looking for career opportunities. Other maintenance training was expanded to include the Protran Early Warning system for operators and track workers on Metro Subway, and training on the Mini-Profiler, a new high-tech device used by Metro and Light Rail to check wheel dimensions.

BUS OPERATOR TRAINING

The MTA successfully trained over 200 new bus operators in 2008, including testing and certifying over 100 operators for a Commercial Driver's license. On August 29, the first-ever graduation ceremony was held for 40 new professional bus operators, the largest class ever.

BUS OPERATOR RECERTIFICATION

The Bus Operator Recertification Program was established to ensure that seasoned MTA bus operators continue to operate in a safe manner and are aware of the latest rules and regulations. Last year, 354 bus operators were recertified through this program.



MTA RECEIVES NUMEROUS AWARDS IN 2008

MTA was recognized as **2007 Employer of the Year** by eMerge at their Annual Awards Banquet held April 11, 2008. The MTA was chosen because of its outstanding efforts to create a supportive environment and individualized services for people with disabilities. Members of the eMerge Employment Services Program team install, repair, and maintain MTA Info Boxes, the four-sided outdoor units adjacent to bus stops that display route information.

The **2008 Employer Services Organization Achievement Award** was presented to MTA and MDOT on June 25, 2008 at the National Press Club in Washington, DC by Commuter Connections, a regional network of transportation organizations coordinated by the Metropolitan Washington Council of Governments. Commuter Connections recognized the MTA as the lead agency that manages the Maryland Commuter Tax Credit Program.

Kirk Division Bus Operator **Gloria Peace** was presented with the **Governor's Award for Individual Achievement** at the Annual SERMA (State Employee Risk Management Administration) Conference at Morgan State University on May 22. The award, which is given to individuals who have made a valuable contribution to workplace safety, was in recognition of Operator Peace's quick thinking when she avoided a potentially serious accident when a child broke away from her mother's hand and ran into the street into the path of her oncoming bus.

The MTA radio program *This Week With The MTA*, produced and hosted by Broadcast Manager **Marc Jones**, won a national **Silver 2008 Communicator Award** for a 2007 program dedicated to MTA Preakness service. The show won in the national public affairs category. The Communicator Awards recognize and honor creative excellence and the very best in media, advertising, corporate communications and public relations.

The MTA received one Grand Prize and two first place awards from the American Public Transit Association (APTA) in their **2008 AdWheel Competition**. A Grand Prize was awarded in the Promotional Special Event category for the 2008 MTA Earth Day Celebration, and the 2007 Annual Report and the 2008 Pocket Size System Map won first place awards in the Print Category. The AdWheel Competition honors APTA member organizations for excellence in their advertising, marketing, promotion, communications materials and campaigns.

The MTA was the recipient of the first annual **FTA Outstanding Achievement Award for Excellence in Environmental Document Preparation** for areas that exceed a population of 200,000. The award, presented on October 5, 2008 during APTA's annual meeting in San Diego, brought attention to the efforts the MTA made to prepare an environmental document for the proposed new east-west Red Line. The document, or Alternatives Analysis/Draft Environmental Impact Statement (AA/DEIS), showcased the best practices necessary to produce more effective, reader-friendly and practical environmental information for the public and decision-makers, and compared the potential transportation and environmental impacts, costs and benefits of the alternatives under consideration. The AA/DEIS provided important information for selecting the mode and general alignment of the most suitable transit improvement for the Red Line Corridor.

MTA was awarded the **Employer of the Year Award** for the second year in a row at the Baltimore Chapter of WTS (Women's Transportation Seminars) International 26th Gala at Hunt Valley Golf Club on December 16, 2008, for promoting the vision of transforming the transportation industry through the advancement of women.



BUSINESS OUTREACH

OFFICE OF FAIR PRACTICES EXPANDS EFFORTS

The Office of Fair Practices continued to expand its outreach efforts to stimulate and increase minority business participation with MTA in 2008. The Office attended many public forums and provided specific Americans with Disabilities Act (ADA) training to MTA commuter bus providers. The Office of Fair Practices Equal Employment Opportunity and Title VI Plan were also quickly approved by the Federal Transportation Administration in September 2008.

The MTA formed the new Title VI Liaison group, made up of representatives from nearly every division in the agency, and by assuring that everyone's voice was heard, this group has been successful in promoting Title VI compliance across the entire organization. The Sexual Harassment Training Program for MTA employees was also expanded and has become an integral component of training for all new employees.

Minority Business Enterprise (MBE) contracts continued to grow last year, as the MTA awarded over \$17 million in contracts to minority business and prime and subcontractors, representing a growth of over 15 percent from 2007.

COMMUTER CHOICE MARYLAND ENCOURAGES SWITCH TO TRANSIT

Commuter Choice Maryland is an incentive program that utilizes reduced fares to encourage employees who currently drive to work to switch to transit or vanpooling. The program also makes it easy for employees to receive their monthly pass because the MTA delivers the passes directly to the workplace. MTA also supplies ongoing employer and commuter support by answering questions, changing pass allotments, and by mailing out transit schedules.

Throughout 2008, MTA increased their outreach efforts for Commuter Choice Maryland by participating in dozens of benefits fairs and civic events throughout the State and the District of Columbia, and signed up more new companies than in any previous year. Today more than 400 employers and 17,500 employees participate in the program, with more than 300 new employees coming onboard just last year. Based on an average commute of 7.5 miles for all 17,500 participants last year, the program was credited with reducing total vehicle miles traveled in the State by approximately 262,500.

Also under the Commuter Choice Maryland umbrella is the Maryland Commuter Tax Credit, which encourages Maryland employers to set up commute alternative programs by offering them tax credits for out-of-pocket expenditures for Transit Passes, Vanpooling expenses, Guaranteed Ride Home expenses, and Cash In Lieu of Parking expenses.

ALL ACCESS COLLEGE PASS SMART CHOICE FOR GETTING AROUND

MTA's re-branding of the student transit pass program as the All Access College Pass in 2008 gave it new life and greater visibility on the college, university and trade-school scene in the Baltimore area. Partnerships with the b newspaper and FM 104.3 augmented that heightened awareness with increased demand among students as well. The \$25 per month savings off the regular monthly pass cost proved to be popular as three more schools signed up during 2008, following a high-visibility promotional tour of area educational institutions.



MTA LARGEST CONTRIBUTOR TO THE 2008 MARYLAND CHARITY CAMPAIGN

MTA employees generously donated over \$135,000 for the 2008 Maryland Charity Campaign, making them the largest contributors among all the agencies in the Maryland Department of Transportation for the sixth year in a row. The Maryland Charity Campaign allows Maryland State Employees and Retirees to give to over 700 participating charitable organizations. The participating charities serve the citizens of Maryland and people of other countries in a variety of ways. Donating to the Maryland Charity Campaign provides meals to the hungry, services to the disabled, funds to research disease and technology to clean the environment.

MTA'S THE WAY TO SPORTS AND OTHER SPECIAL CELEBRATIONS

There's a lot to celebrate in Baltimore, and MTA Bus, Metro Subway and Light Rail played an important role in keeping the celebrations enjoyable and accessible. Light Rail, responsible for getting more than 250,000 people to special events last year, has direct-to-the-stadium access to Oriole Park at Camden Yards and M&T Bank Stadium, and was a popular choice for baseball and football fans. Other major special events of the year included the African American Heritage Festival, Artscape, the Baltimore Running Festival, the Dew Tour, the Notre Dame vs. Navy game, the Preakness and the State Fair. MTA also facilitated the arrival of 60,000 fans at the Virgin Festival rock concert at Pimlico Racetrack by providing dedicated bus service from the Rogers Avenue Metro Subway Station.

AN OLYMPIAN EFFORT FOR LOCAL GOLD MEDAL WINNER MICHAEL PHELPS

MTA transported 2,500 attendees to Ft. McHenry on October 4 honoring eight time Olympic Gold Medal winner Michael Phelps and several other Maryland Olympic medal winners. MTA provided 40 Local Bus coaches, Mobility service provided 10 vans, and MTA Maintenance provided two shop trucks with maintenance and support personnel.

LOCAL BUS AND CITY SCHOOL SERVICE

The MTA provides daily transportation to about 30,000 Baltimore middle and high schools students -- and some private school students -- throughout the school year from late August to early June. Most of these students use Local Bus service but some ride Metro Subway and Light Rail. The MTA's "Operation Safe Transport" program further identifies and studies security and crime trends on buses and trains. This initiative also expanded Baltimore City Police's role by allowing them to respond, along with MTA Police, to the call buttons used by bus operators in an emergency.

STUFF-A-BUS HELPS FEED THE HUNGRY

The Maryland Food Bank supplies food to hungry Marylanders by gathering excess and donated grocery products, and then distributing them to charitable food providers. For the 10th year in a row, the MTA has helped the Maryland Food Bank in their annual "Stuff-a-Bus" campaign by parking empty buses outside local grocery markets to encourage shoppers to donate non-perishable food items. All donations are then delivered to the Food Bank's 107,000 square foot facility where they are distributed to affiliated distribution centers.

SUPPORTING LOCAL EMERGENCY SERVICES

When tragedies or severe weather disturbances occur in our community, the MTA steps in to support the efforts of our local first responders. The MTA dispatched Local Buses to serve as temporary shelters for victims of fires, and also provided passes during Code Red days to transport vulnerable people to emergency cooling stations.



METRO TURNS 25

HOW IT ALL BEGAN...

Metro Subway began operation on November 21, 1983, but the actual conception of Metro began twenty years earlier on June 1, 1963 when the state's General Assembly created the Metropolitan Transit Authority to oversee public transit operations within the Baltimore metropolitan area. The real dawn came in 1964 when Congress passed the Urban Mass Transportation Act, which for the first time committed the federal government to aid in building new transit facilities and rehabilitating old ones.

Even before the passage of the act, the MTA commissioned a comprehensive transit study for the Baltimore metropolitan area in September 1963. After two years of work, the consultants produced its plan in October 1965, recommending sweeping changes in the bus system plus an elaborate new rail rapid transit system. The proposed rail system, with much of its mileage to be above ground, was to use traditional "heavy" rapid transit construction techniques and equipment, including complete separation from streets, limited-access stations with high platforms, and high-capacity subway-type cars.

The first formal groundbreaking was in October 1974 at Bolton Hill Station, which was later renamed State Center. Five years after the 1978 groundbreaking at Charles Center, service opened between downtown and Reisterstown Plaza Shopping Center in the northwest suburbs on November 21, 1983. During its first four weeks of operation, Metro Subway carried 390,000 passengers, with ridership averaging 21,000 per day.

On June 22, 1985 Metro Subway added Saturday service, and on July 20, 1987 Section B opened with service to Milford Mill and Owings Mills. On February 1, 1988 Metro hours were extended to midnight instead of 8 p.m. Sunday service was actually first introduced on July 12, 1992, and special Sunday Metro coupons were issued, good each Sunday until August 26. It wasn't until ten years later however, on September 1, 2002, that Sunday Metro service finally became a regular option for customers. On June 1, 1995, the last leg of the Metro system, Section C, was opened and included Shot Tower and Johns Hopkins Hospital stations.

All 100 Metro Subway cars started a Mid-life overhaul program in 1999 that was completed on March 16, 2006. Many motor and electrical components were upgraded to improve reliability and new systems were added, such as state-of-the-art security cameras, automatic voice annunciators, interior destination signs, and improved seating and flooring.

METRO'S 25TH ANNIVERSARY CELEBRATIONS

To generate enthusiasm for Metro's 25th Anniversary on November 21, 2008, the MTA scheduled a six-month series of family-friendly events as their way of saying "thank you" to its customers. The celebrations, held in different Metro stations, featured performances by local artists and entertainers as well as displays from local school groups, community partners and vendors. Raffles were also held to raise money for the Maryland Food Bank, which distributes over 13 million pounds of food annually to families in need throughout the state.



HOMELAND SECURITY DRILL

MTA led Operation Swift Strike, a Homeland Security drill on October 18 and 19, at the State Center Metro Station. The drill enlisted the assistance of 18 local, state and federal agencies. The drill objectives were to evaluate response time, observation skills, job knowledge and skills, and to evaluate emergency notification procedures and to identify gaps in the MTA's ability to effectively respond to and manage an emergency of this magnitude.

MTA POLICE PARTICIPATE IN SPECIAL RAIL SECURITY OPERATION

On September 23 the MTA Police Force participated in the largest simultaneous rail security operation ever held in the northeastern United States. MTA worked during the morning rush hours with the Amtrak Police and the Transportation Security Administration (TSA) along with other local, state and federal law enforcement agencies across 12 states and Washington, D.C.

SMILE – YOU'RE ON CAMERA!

The Aralia System went operational at the Police Monitoring Facility (PMF). This software enables closed circuit television cameras to automatically look for items (like suitcases by themselves) that may appear to be a security threat. This improvement and others related to closed circuit television monitoring were at least partially funded by federal Homeland Security grants. Closed circuit monitoring services were also expanded to a number of Metro Subway stations, and the vaulting areas of bus divisions are also now monitored by the PMF.

STOP, LOOK, LISTEN AGAIN

Watch for 2nd Train LED warning signs were installed at Aviation Boulevard to warn drivers crossing Light Rail tracks of the danger in assuming that it was safe to cross just because one train had passed.

PROMOTING SAFETY THROUGH NATIONAL NIGHT OUT

In August the MTA Police Force and volunteer employees once again joined more than 10,000 other communities across the country by recognizing National Night Out, an annual event in its 25th year that is held to promote safety, crime prevention, police-community partnerships and neighborhood unity. MTA representatives visited several MARC Train stations to answer questions and distribute Child identification kits, coloring books and various MTA prizes.

PROTRAN WARNING SYSTEM

In 2008, the Office of Training and Development (OTD) trained 50 Metro Subway operators on the new Protran early warning safety system. The Protran system, mounted in the cab of the train, electronically communicates with maintenance personnel wearing a Personal Pocket Device. Once a train is detected, a secured alarm is sent to the workers that a train is approaching, giving the work crew time to clear the tracks.



MTA IN THE COMMUNITY

TRANSIT AMBASSADORS VISIT BALTIMORE'S FESTIVALS

MTA Transit Ambassadors volunteer throughout the year to visit Baltimore's many cultural and ethnic festivals in their continual effort to reach out to customers. The good will ambassadors, aside from attending big events such as Artscape and the African-American Heritage Festival, also go to public hearings to answer questions and distribute transit maps and brochures, many of which are now printed in Spanish.

MEET THE MANAGERS

Throughout the year, MTA Managers invited the public to meet them at various stations where they were on hand to distribute timetables and answer any questions they may have had about the system, its fares, or schedules. Metro Subway managers offered the community the opportunity to provide comments, express concerns, ask questions or give compliments during their Meet the Manager monthly series held in August at State Center and Johns Hopkins Subway stations.

INFORMATION, PLEASE!

MTA partners with eMerge, a non-profit service that provides living and job opportunities to people with disabilities and assists them in achieving their goals. Some participants in the eMerge Employment Services Program work part-time for MTA and install, repair, and maintain info boxes, a four-sided outdoor unit adjacent to bus stops that displays route information. The MTA was recognized as "Employer of the Year" by eMerge at their Annual Awards Banquet in April.

MTA BROADCAST UNIT KEEPS PUBLIC INFORMED

The MTA Transit Team broadcasts daily service updates during morning and afternoon drive times to over 20 radio and television stations in the Baltimore area. The Broadcast Unit also produces two nationally award-winning programs: a monthly television show called *Commuter Connections* which airs on 15 cable and over-the-air stations, and *This Week With The MTA*, which is a weekly radio show broadcast on four FM stations.

WORDS ON WHEELS KEEPS ROLLING ALONG

For the sixth year in a row, the MTA's Words on Wheels project has allowed Baltimore middle school students an opportunity to display their poetic talents on car cards on MTA's Local Buses and Light Rail vehicles. Poems written by sixth, seventh, and eighth graders from area schools are judged by a committee of teachers and the best get chosen to be made into posters that are then illustrated and designed by students of the Maryland College Institute of Art.



IT'S ALL ABOUT THE CHILDREN DAY

As a much-appreciated sponsor of *It's All About the Children Day*, an event designed to raise awareness of the needs of kids in the foster care system, MTA donated resources and giveaways for that very special day. The event, held last summer at Carroll Park, put smiles on the faces of the 5,000 children and adults who attended, and helped raise the profile of foster care and the need to promote strong families.

MTA AND THE HOLLYWOOD CONNECTION

In 2008, the MTA was asked to participate in a pilot for Home Box Office (HBO) titled *The Washingtonienne* and the MTA was the feature story in the Do-It-Yourself (DIY) Network's *Project Xtreme*. Film crews from DIY were in Baltimore at the end of September and filmed two days worth of work featuring the program host and Metro Subway employees replacing sections of track.

RIDE, RESPECT AND RELAX AND OTHER YOUTH CAMPAIGNS

Throughout 2008 MTA Transit Ambassadors attended community events and festivals to familiarize Baltimore youths with the *Ride, Respect and Relax* campaign. Over 1,500 students aged 8-18 signed up, and as a reward for agreeing to adhere to the rules of good behavior, they were given a special card for discounts at local businesses. The positive message was embraced by the students as it trickled down throughout Baltimore, resulting in numerous invitations from neighborhood organizations to have the MTA partner with them at events. September outreach efforts also included more back-to-school events as part of MTA's partnership with Radio One's 92Q (92.7-FM) radio station, and events were held at Mondawmin Metro Subway Station and Eastpoint and Security Square Mall.

MTA PLAYS SANTA CLAUS

Every year at holiday time Metro Operations supervisors organize a collection effort among their employees and "adopt" a family in need, giving them numerous toys, clothes and food certificates. One of the supervisors dresses up as Santa to distribute the gifts at an annual luncheon held for the lucky family and their children.

THE MTA'S GOT PULL

Last fall the MTA partnered with Big Brothers Big Sisters for Baltimore's first ever Biggest Little Bus Pull in the rear parking lot at the Reisterstown Plaza Metro Subway Station. A few corporate sponsors and yards and yards of yellow tug boat rope later, the Bus Pull wound up raising about \$15,000 for the organization. Six teams, including MTA employees, Big Brothers Big Sisters, Geico, Comcast, Baltimore City Fire Department and 92Q Radio participated by pulling the 13 ton buses 60 feet to the finish line, with the 92Q team winning First Place.



MTA GOES GREEN

SAY HI TO HYBRIDS

Aside from the ten hybrids currently operating, thirty more articulated hybrids were ordered and are scheduled to start arriving in 2009. The two main "green" features of hybrid buses are improved air quality and improved energy savings, since hybrids run alternately on electric power and diesel fuel. Hybrid buses help reduce particulate emissions that have been blamed for various harmful effects on health. (Up to 90 percent reduction compared to standard diesel engines). In April, one of the "Think Green, Ride MTA" wrapped hybrids was displayed at the popular Arundel Mills Mall where transit ambassadors answered shoppers questions about the bus's innovative, environmentally-friendly features.

NEW TRAPS FOR NEW FLYERS

All 219 of the MTA's New Flyer local buses were equipped with particulate traps on the exhaust system. The new traps catch up to 90 percent of all soot and harmful particles. These buses also reduce air pollution further with a newly installed idle shut down feature that turns the bus off after idling more than 10 minutes.

IT'S A GAS, GAS, GAS!

MTA is continuing to transition to 5 percent biodiesel in its Local Bus operation. This mixture not only reduces emissions, but encourages U.S. energy security by utilizing domestically-produced vegetable oils.

DUMP THE PUMP DAY

The MTA, along with transportation systems nationwide, participated in promoting the 3rd annual Dump the Pump Day on June 19. Sponsored by the American Public Transportation Association (APTA), Dump the Pump Day is the day set aside to encourage people to ride public transportation to save money, conserve gasoline, and help reduce greenhouse gases.

MTA POLICE GO ELECTRIC

In 2008 the MTA Police Force put three T3 Motion electric scooters into service, uses a Honda Civic hybrid, a bicycle, and have two Chevy Impalas and six Dodge Durango SUVs that can run on flex fuel.

A BICYCLE RACK BUILT FOR YOU

Now MTA customers can have their ride and take their bike too! MTA encourages bicycling by allowing bikes on Metro and Light Rail, and in 2008 installed new, easy-to-use front-mounted bike racks on all Local Buses. Folding bikes have always been allowed on MARC Trains, and most Light Rail and Metro Subway stations, and many MARC stations have bicycle racks. Bike lockers are also available throughout the MTA system at several Light Rail, Metro and MARC stations. The MTA racked up even more points during Clean Commute Month on Bike to Work Day on May 16 when they introduced their new "Rack and Roll" initiative, which is an ongoing program that seeks to make public transit more convenient for bicyclists. As part of the new initiative, MTA installed new bike racks in two locations at Penn Station. The new racks, installed in collaboration with Baltimore City, hold over thirty bikes and replace ones that had been located adjacent to the station.

RAIL POWER IS REAL CLEAN

MTA Light Rail and Metro Subway were ahead of the game even before going green was popular, as these rail cars are powered with electricity that produces no air pollution. To save even more electricity, installation of high efficiency lighting in all Metro stations was completed that now uses 40 percent less energy.



IT ALL COMES OUT IN THE WASH

In all of MTA's bus wash houses, water is captured, filtered and recycled. Another way MTA helps to improve the quality of Maryland's waterways and drinking water sources is by replacing underground fuel storage tanks with above ground tanks at all of its bus divisions.

NEW EARTH-FRIENDLY DIESELS FOR MARC

A contract was secured in 2008 to replace 26 diesel MARC Train locomotives with new models that meet stringent new EPA requirements for all types of pollutants. The new locomotives will reduce emissions of nitrous oxide by 42 percent, carbon monoxide by 70 percent and particulates (like soot) by 67 percent.

WATER, WATER, EVERYWHERE

MTA partners with the Jones Falls Watershed Association (JFWA), an environmental group that works to protect and restore the health and beauty of the Jones Falls Watershed. MTA has installed informational signs about the Watershed Project at all Light Rail stops along the Jones Falls to help spread the word about JFWA and the environmental benefits of using public transit.

ENVIRONMENTAL TRAINING FOR EMPLOYEES

The MTA Training Department has developed and implemented environmental training programs for employees, including stormwater pollution prevention and environmental hazard awareness.

FROM SOYBEANS TO CYBERSPACE

The MTA Print Shop uses only soy-based inks, which not only reduce pollution when they are manufactured, but also reduce health hazards for employees. The Communications Department also now sends out their daily Media Clips by email, thus saving more paper and ink. The employee newsletter *Transit Lines* and other periodic newsletters, bulletins and timetables are printed on recyclable paper.

SHARE A RIDE CUTS COSTS AND POLLUTION

The MTA funds programs throughout the State that promote ridesharing. Carpooling with just one person cuts commuting costs in half and reduces harmful CO₂ emissions. In the Mobility Division, our schedulers group rides together geographically, mapping out the most efficient routes for our operators and this form of ridesharing also helps the environment.

FTA-SPONSORED TRAINING TO DEVELOP ENVIRONMENTAL MANAGEMENT SYSTEM

Last summer MTA began planning a two-year training program to develop and implement an Environmental Management System (EMS) that will be sponsored by the Federal Transit Administration (FTA). The MTA is one of seven transit agencies that the FTA is sponsoring for this project. The EMS team consists of representatives from the Office of Safety, Quality Assurance and Risk Management, Facilities Maintenance, Operations, Planning and Training, and will provide a set of management processes and procedures that will enable MTA to analyze, manage and reduce the environmental impact of its activities while increasing its operating efficiency.

MTA HOSTS EARTH DAY CELEBRATION

On April 22 the MTA celebrated Earth Day outdoors at the popular family attraction Power Plant Live, along with invited State and local elected officials. The new easy-to-use bike racks, displayed on one of the agency's hybrid buses that was sporting a "Think Green, Ride MTA" bus wrap, was introduced to the public for the first time, and demonstrations were provided throughout the celebration. The event featured Native American dance recitals, entertainment, food and "green" exhibits from sister agencies and environmentally-conscious business partners from around the state.



DRAFT ENVIRONMENTAL IMPACT STATEMENTS COMPLETED FOR RED AND PURPLE LINES

The Red Line, a proposed 14-mile, east-west bus rapid transit or light rail transit line that would run from Woodlawn through downtown Baltimore to the Johns Hopkins Bayview Medical Center, will link to the existing north-south Light Rail, Metro Subway and MARC trains. The Alternatives Analysis/Draft Environmental Impact Statement (AA/DEIS), a formal document required by the Federal Transit Administration when major federal funding is sought for a transit project, was completed in September 2008. The AA/DEIS describes the alternatives and options considered, the purpose and need for the project, the alternatives' environmental effects and the transportation system consequences. The studies are the culmination of more than five years of study and community input and will form the basis of recommendations for rapid transit improvements in both the Baltimore and Washington regions.

The Purple Line is a 16-mile rapid transitway extending from Bethesda in Montgomery County to New Carrollton in Prince George's County. Light rail transit and bus rapid transit along several alignment options are being studied, and the project would provide connections to Metrorail's Orange Line, Green Line, and two branches of the Metrorail Red Line. The MTA completed the AA/DEIS in October 2008 and held a series of Public Hearings on this document in November 2008. A decision on the Locally Preferred Alternative is expected to be made by spring 2009. Contingent on FTA approval, engineering could begin in 2009.

PUBLIC SCOPING MEETINGS HELD FOR GREEN LINE

The Green Line Project is studying and analyzing several potential transit alternatives for a four-mile bus or rail extension connecting downtown Baltimore and Johns Hopkins Hospital to major destinations in Northeast Baltimore City. Modes to be considered include Bus Rapid Transit and Light Rail. Public Scoping Meetings were held in June 2008, and based on public comments, MTA began working on potential alignment and station locations.

CORRIDOR CITIES TRANSITWAY (CCT) PLANS FOR 2009

The Corridor Cities Transitway (CCT) is the transit portion of a multi-modal corridor study to consider transit and highway improvements in the I-270/US 15 corridor in Montgomery and Frederick counties from Shady Grove Metro Station to Biggs Ford Road. The project is being jointly studied by MTA and SHA. The transitway would be either a Light Rail Transit (LRT) or Bus Rapid Transit (BRT) line along a 14-mile corridor from Rockville through Gaithersburg and Germantown to Clarksburg. Another option under study is "premium bus" service along proposed I-270 High Occupancy Vehicle (HOV)/Express Toll Lanes (ETL) managed lanes. The MTA/SHA project team is completing the Alternatives Analysis/Environmental Assessment (AA/EA) document and plans to hold Public Hearings in May 2009. A decision on the Locally Preferred Alternative is expected to be made by fall 2009. Contingent on FTA approval, engineering could begin in 2010.



2008 LEGISLATIVE WRAP-UP

During the 2008 Session of the Maryland General Assembly, the Governor's Transit Oriented Development (TOD) bill SB 204/HB 373 was signed into law by Governor O'Malley on April 24. The bill enacts a policy in support of Transit Oriented Development and establishes TOD as a valid "transportation purpose" in the context of MDOT's overall efforts to plan transportation projects around the state.

THE IMPACT OF REVENUE DECREASE

MTA is supported by revenues from the State's Transportation Trust Fund, which includes titling tax, vehicle registration, and motor fuel tax revenue. As the economy slid into recession in late 2008, Trust Fund revenues declined and prompted budget cuts throughout the Department of Transportation. MTA has reduced its 2009 capital and operating costs through a series of service reductions, project deferrals, and other cost-cutting measures.

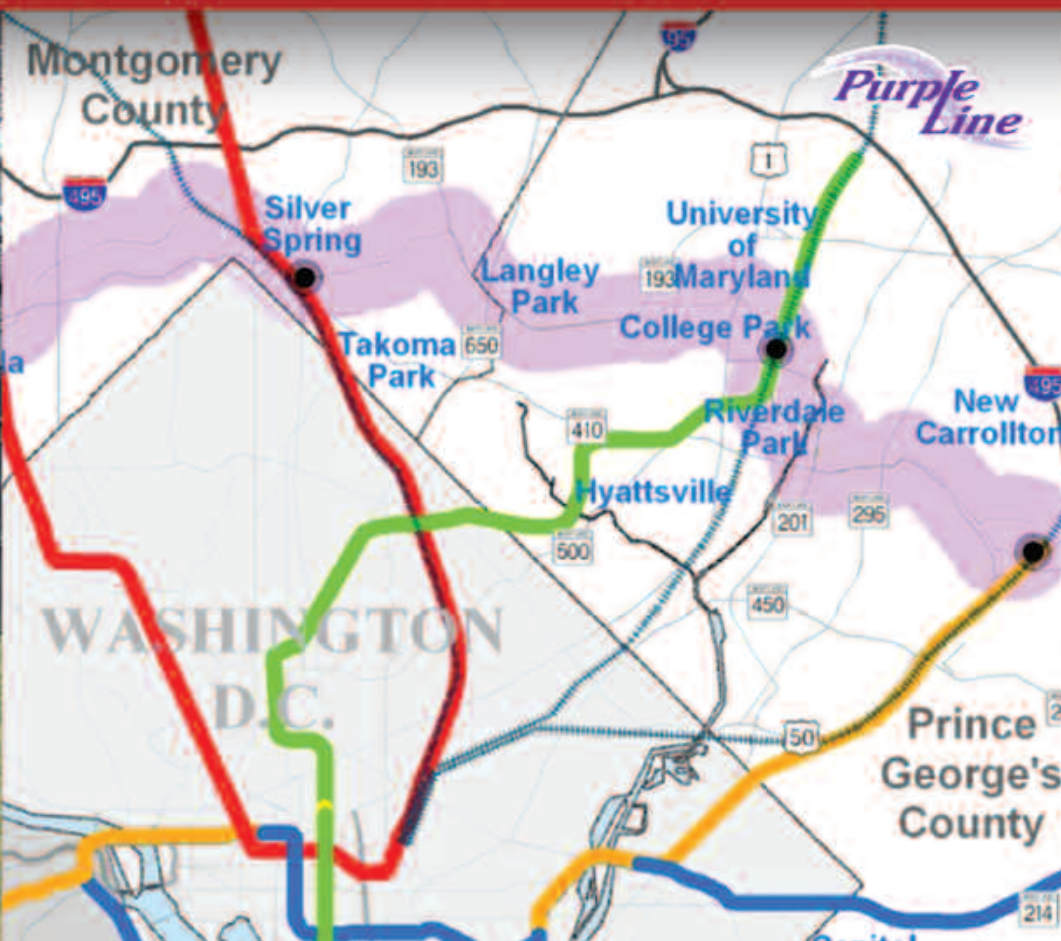
In fiscal 2009, MTA reduced commuter service statewide, including the elimination of underperforming commuter bus service and selected MARC trips. MTA also eliminated administrative costs, reduced its staff by 63 positions, and implemented controls on overtime for MTA employees. A total of \$43.7 million was cut from MTA operations in fiscal 2009.

MTA also reduced the scope of capital improvements planned from fiscal 2009-2014 by a total of \$750 million. Initial work on the MARC Growth and Investment Plan was deferred, as were repairs and upgrades to MTA's aging bus facilities, and Metro and Light Rail stations and railcars.

Despite these challenges MTA has continued to focus on taking advantage of opportunities, wherever possible. MTA completed the purchase of 13 bi-level coaches in August 2008 to address crowding on the MARC Penn line. In addition MTA took delivery of 30 new articulated hybrid buses beginning in January 2009 and new MARC locomotives began to arrive in March 2009.

ABSENTEEISM AND OVERTIME REDUCED

MTA implemented a revised absenteeism policy last year to reduce the need for unscheduled overtime and has streamlined the process for reviewing decisions about the use of overtime. This more strategic and efficient use of financial and human resources will reduce overtime spending by \$6 million by the end of Fiscal Year 2009.



LOCALLY OPERATED TRANSIT SYSTEMS

1. Allegany County

Operating: \$ 958,354
Capital: \$ 438,300

2. Annapolis

Operating: \$ 1,238,625
Capital: \$ 980,829

3. Anne Arundel County

Operating: \$ 536,614
Capital: \$ 76,284

4. Baltimore City

Operating: \$ 459,335
Capital: --

5. Baltimore County

Operating: \$ 665,452
Capital: \$ 203,825

6. Calvert County

Operating: \$ 462,945
Capital: \$ 148,338

7. Caroline, Kent, Talbot Counties

Operating: \$ 718,187
Capital: \$ 147,168

8. Carroll County

Operating: \$ 519,338
Capital: \$ 229,168

9. Cecil County

Operating: \$ 423,534
Capital: \$ 152,288

10. Charles County

Operating: \$ 2,107,656
Capital: \$ 517,393

11. Corridor Transportation Corp.

Operating: \$ 2,448,350
Capital: --

12. Dorchester County

Operating: \$ 664,363
Capital: \$ 133,409

13. Frederick County

Operating: \$ 2,690,977
Capital: \$ 394,005

14. Garrett County

Operating: \$ 335,016
Capital: \$ 161,208

15. Harford County

Operating: \$ 1,348,507
Capital: \$ 542,000

16. Howard County

Operating: \$ 2,478,868
Capital: \$ 743,726

17. Montgomery County

Operating: \$ 1,644,083
Capital: \$ 4,293,401

18. Ocean City

Operating: \$ 893,282
Capital: \$ 699,872

19. Prince George's County

Operating: \$ 870,480
Capital: \$ 407,768

20. Queen Anne's County

Operating: \$ 344,926
Capital: \$ 388,267



21. St. Mary's County

Operating: \$ 1,061,292
Capital: \$ 140,609

22. Somerset County

Operating: \$ 117,447
Capital: --

23. Tri-County Council for

Lower Shore (Somerset,
Wicomico & Worcester Counties)
Operating: \$ 2,042,216
Capital: \$ 422,366

24. Tri-County Council for

Southern MD (Calvert,
Charles & St. Mary's Counties)
Operating: \$ 65,000
Capital: --

25. Washington County

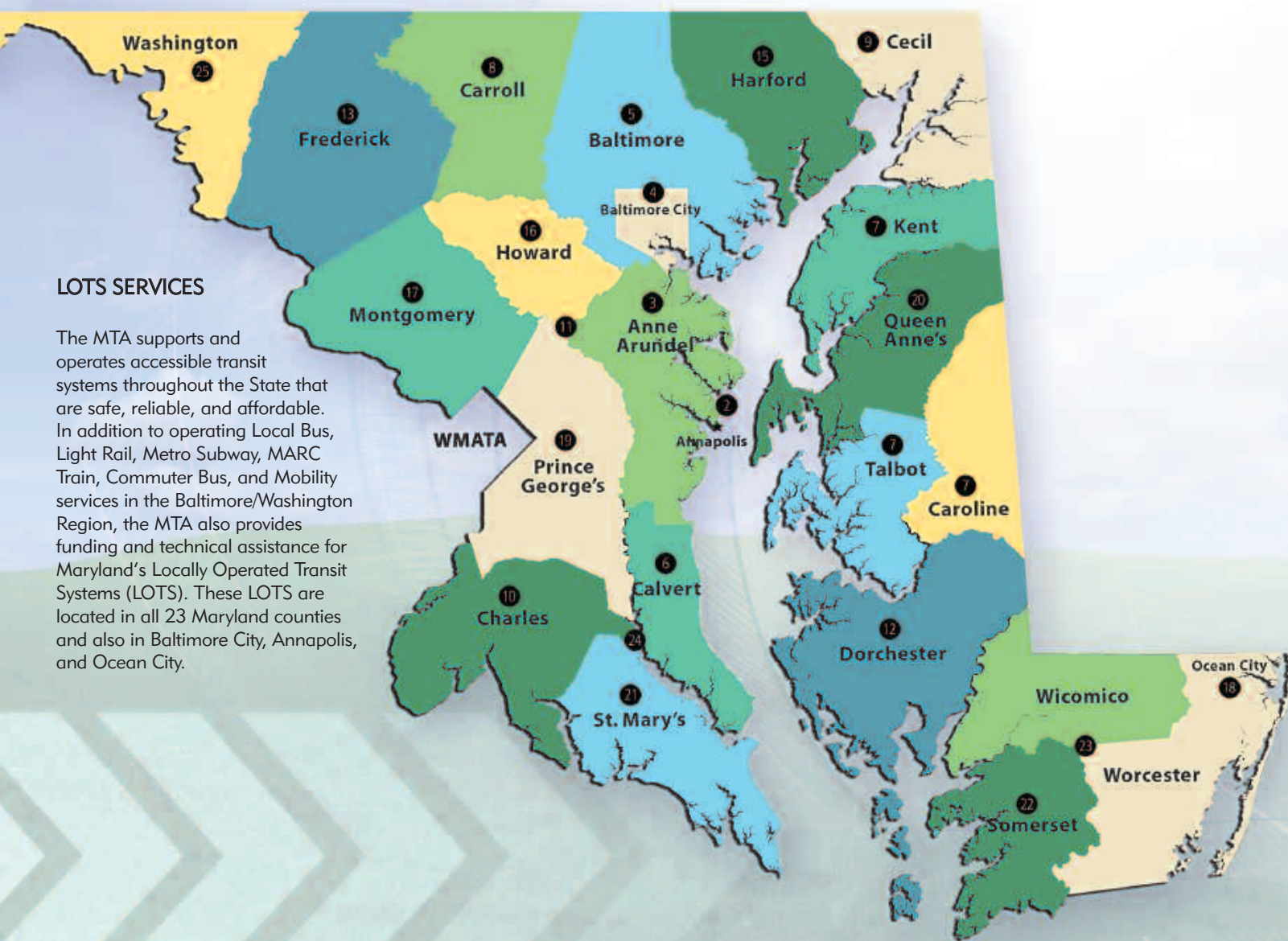
Operating: \$ 1,125,969
Capital: \$ 668,542

(Figures represent FY 2008.)



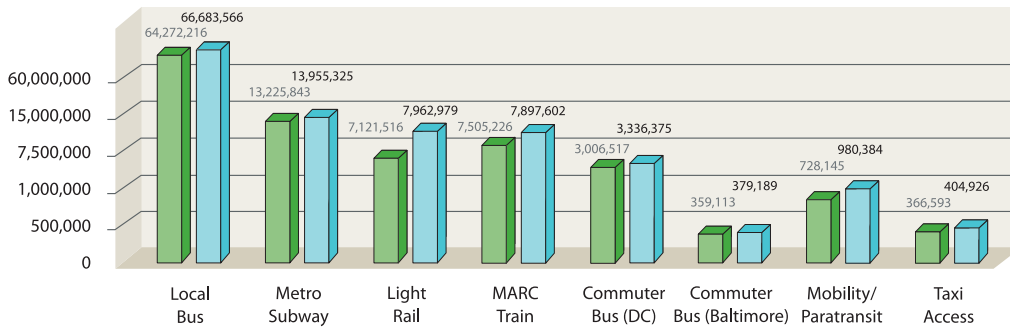
LOTS SERVICES

The MTA supports and operates accessible transit systems throughout the State that are safe, reliable, and affordable. In addition to operating Local Bus, Light Rail, Metro Subway, MARC Train, Commuter Bus, and Mobility services in the Baltimore/Washington Region, the MTA also provides funding and technical assistance for Maryland's Locally Operated Transit Systems (LOTS). These LOTS are located in all 23 Maryland counties and also in Baltimore City, Annapolis, and Ocean City.



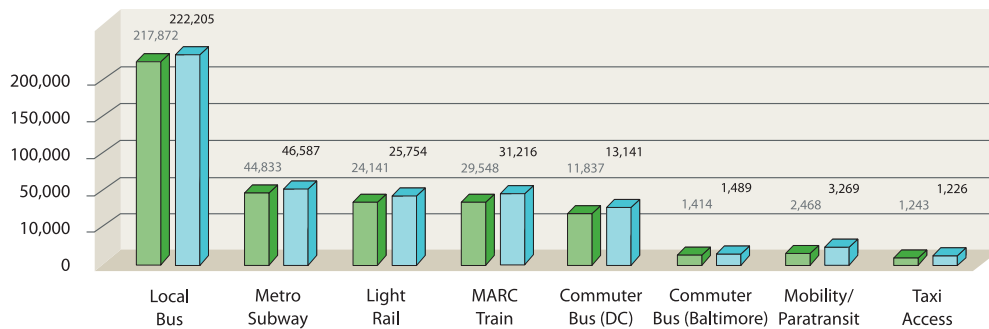
FINANCIALS

ANNUAL RIDERSHIP (trips by mode)



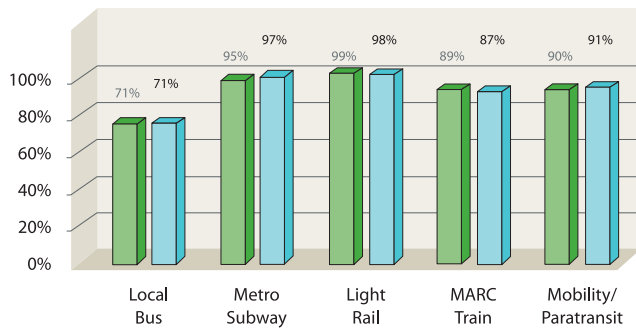
ANNUAL TOTAL: **FY 2007: 96,585,169 (+3.5%)*** **FY 2008: 101,600,346 (+5.2%)***

WEEKDAY RIDERSHIP (trips by mode)

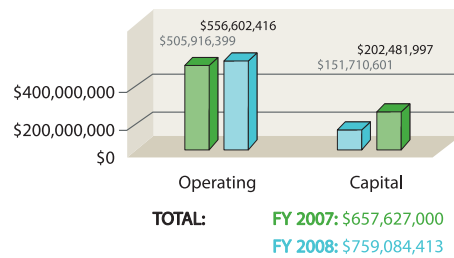


DAILY TOTAL: **FY 2007: 333,356 (+4.0%)*** **FY 2008: 344,887 (+3.5%)***

ON-TIME PERFORMANCE BY MODE



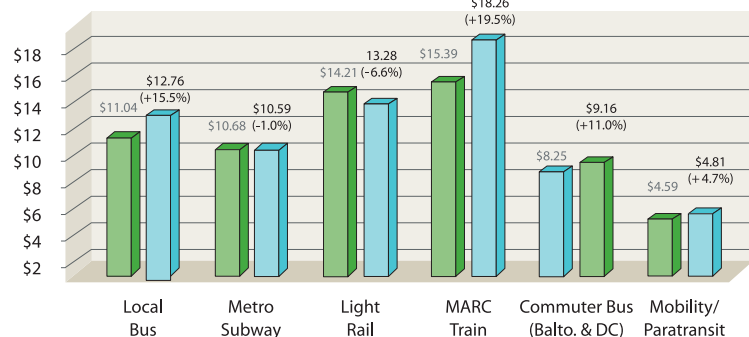
OPERATING COSTS / CAPITAL COSTS



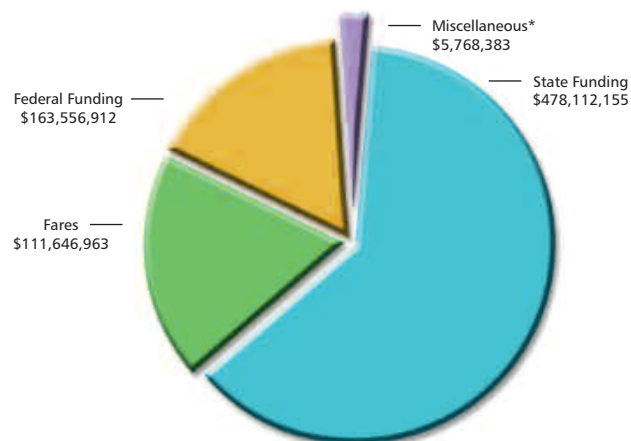
* * Denotes increase from previous year



OPERATING COST PER REVENUE VEHICLE MILE



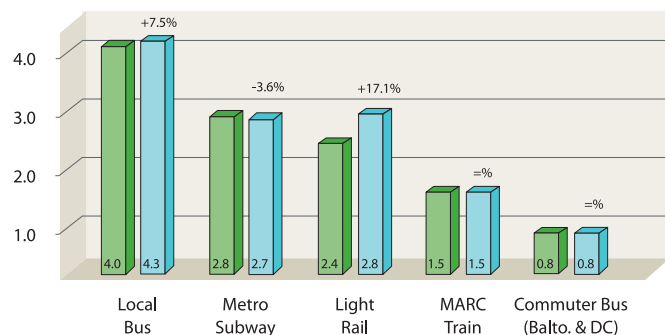
SOURCES OF FUNDS FY 2008



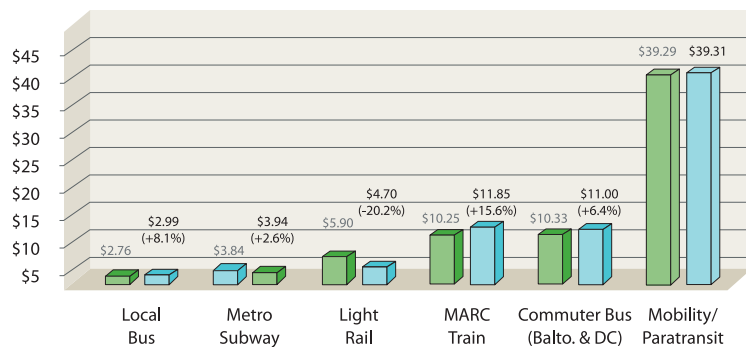
TOTAL: \$759,084,413

* includes non-passenger revenues such as advertising on buses and in Metro stations, leases of land by MTA to private companies, tickets for illegally parking in MTA bus stops, and parking revenues from the MTA's parking garage adjacent to BWI/MARC Rail Station.

PASSENGER TRIPS PER REVENUE VEHICLE MILE



OPERATING COST PER PASSENGER TRIP



AUTHORIZED, FULL TIME POSITIONS

NON-UNION		UNION			TOTAL
		Local 2	Operations	Police	
Total	731	85	2,245	132	3,193
TOTAL FULL TIME AUTHORIZED POSITIONS:					3,193
ADJUSTMENTS:					- 92
SUB-TOTAL					3,101
PART-TIME, CONTRACT, AND TEMPS:					+ 313
TOTAL EMPLOYEES ONBOARD:					3,414

(Data accurate as of 12/31/08)

■ FY 2007 ■ FY 2008



"It is our mission to provide quality service..."

A message from the employees of the Maryland Transit Administration

We are a team of over 3,000 transit professionals, and it is our goal to deliver safe, convenient and reliable public transportation services to the citizens and visitors of Maryland. It is our mission to provide quality service, and we are committed to building on our vision of an integrated statewide transit system that enables our customers to travel easily and efficiently throughout this growing region.



Maryland Department
of Transportation

